

TITLE: Burlew Medical Library and Health Resource Center

Reference: MOI-420

MANUAL: Administrative

Page: 1 of 4

**I. PURPOSE:**

- A. To describe the services offered by the Burlew Medical Library/Health Resource Center. The Health Resource Center is a small consumer health library with computers, take-away pamphlets, consumer health magazines, a small core collection of books and a dedicated consumer health website <http://www.sjhhealthresourcecenter.org>. The HRC is designed to be self- service as it is only occasionally staffed by volunteers. The HRC serves the patients and family members of SJH/CHOC. The center is located in the lobby of Building 2 and is open during lobby hours. Individuals who are unable to meet their information needs by the Health Resource Center may be referred to Burlew Medical Library.
- B. To describe the services offered by Burlew Medical Library. Burlew Medical Library provides a professionally staffed medical library. The Library is a shared service to both Saint Joseph Hospital and Children’s Hospital of Orange County. All staff at both hospitals has full access to services and resources, Monday-Friday 8:30 am – 5:00 pm. The library is closed on holidays and weekends. After-hours access is available to physicians, employees and residents by checking out the library key through Security. Burlew Medical Library also offers a website <http://www.burlewmedicallibrary.org> (id= **library** password= **web**). Burlew Medical Library provides an onsite (print) and electronic collection of approximately 6,000 books, 1250 journal titles and 500 multimedia materials in areas that support the hospitals primary product lines. Collection strengths exist in pediatrics, orthopedics, oncology, nursing and obstetrics.

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INITIATED BY: <b>Julie Smith, MLS, AHIP</b>	DATE <b>06/02</b>	INTERDISCIPLINARY PRACTICE COMMITTEE (if applicable)	DATE
REVIEWED/REVISED BY: <b>Danielle Linden, MLIS, AHIP</b>	DATE <b>09/10</b>	POLICY AND PROCEDURE COMMITTEE (if applicable) <b>Policy and Procedure Committee</b>	DATE <b>09/10</b>
ADMINISTRATIVE APPROVAL: <b>Alan Garrett, COO</b>	DATE <b>09/10</b>	BOARD OF TRUSTEES (if applicable)	DATE
MEDICAL STAFF (if applicable)	DATE	OTHER	DATE
PHARMACY AND THERAPEUTICS (if applicable)	DATE	OTHER	DATE

**II. DEFINITION OF TERMS:**

- A. The Health Resource Center offers consumer health information as opposed to patient education. This definition is taken from the Medical Library Association's Policy Statement: "The Librarians Role in the Provision of Consumer Health Information and Patient Education":
- B. Consumer health information (CHI) is information on health and medical topics provided in response to requests from the general public, including patients and their families. In addition to information on the symptoms, diagnosis and treatment of disease, CHI encompasses information on health promotion, preventive medicine, the determinants of health and accessing the health care system.
- C. Patient education is a planned activity, initiated by a health professional, whose aim is to impart knowledge, attitudes and skills with the specific goal of changing behavior, increasing compliance with therapy and, thereby, improving health.

**III. DESCRIPTION OF SERVICES:****A. Circulation**

With the exception of reference materials, books circulate for three weeks while journals and most audiovisual materials circulate for one week. Library materials may be renewed in person or over the telephone, providing a hold had not been placed on the item in question. Overdue notices are sent to delinquent patrons; prompt return of library materials is essential to maintain optimum service. Materials long overdue are billed for current replacement cost plus a \$10 service charge per item.

**B. Reference Services**

1. The following databases are available via the Burlew Medical Library's website: Medline via EBSCO and OVID, CINAHL, Cochrane Reviews, PubMed, MD Consult, UptoDate, DynaMed, & Gale's Health and Wellness Center. Librarians will conduct electronic literature searches using these databases free of charge for SJH/CHOC staff, patients and families. Research services are available to the public on a fee basis. Search requests may be submitted via telephone, fax, email, in person or via an electronic form on the library's website. Most literature search results are sent via email in PDF format with live links to full text articles. End users may also access these databases via the library's website.
2. Ready reference services offering quick answers to questions.

3. Current awareness service: library staff can develop a profile to track new literature in any subject area of medicine/nursing/health care delivery. Patrons participating in this service receive monthly emails from Burlew Medical Library listing new articles in their area of interest. Library staff can also route selected journals and send tables of contents of selected journals. The quarterly Burlew Medical Library newsletter lists new library materials as well as items of interest to patrons. The newsletter is posted on the library's website and can be sent to individual SJH/CHOC staff on request.
  4. Electronic journal and book access: over 650 full text journals and nearly 100 electronic textbooks are available via the library's website for authorized SJH/CHOC users.
- C. Collection Development: Suggestions for collection development should be submitted on the "Request for library purchase" form available via the library's website. Requests will be reviewed in accordance with the policies and guidelines established in the Burlew Medical Library Selection Policy. Gifts to the library will be acknowledged with a thank you letter briefly summarizing the donated items. No monetary evaluation will be made. The library reserves the right to determine whether or not a material will be added to the collection and may recycle, donate, or otherwise dispose of said material if not added to the collection. Patrons may search the library's collection of books, journals and multimedia via our online catalog CyBurCat available on the library's website.
- D. Document Delivery Services: Patrons may request materials held in the library; library staff will photocopy and hold, fax, or email the materials for a fee. Materials not available at Burlew will be obtained via other libraries/entities. Rush surcharges may apply on top of customary interlibrary loan fees. Contact Burlew Medical Library for the current fee schedule for document delivery services. Document delivery requests may be made directly from literature search results or mailed/emailed/faxed/delivered to the library. A photocopier is available in the library for patrons who wish to do their own copying; a .05 cent per page charge applies. Departmental cost center charges for document delivery services are billed annually as a cost transfer to the library. Additionally, patrons may download full text articles from the library's website free of charge for up to 20 pages, charges may accrue for more than 20 pages. Contact Burlew Medical Library for information on ordering documents through PubMed via Loansome Doc.
- E. Departmental Collections: Burlew Medical Library no longer orders or catalogs departmental books. However, Burlew Medical Library continues to coordinate departmental journal purchases. Journals are ordered through our journal vendor whenever possible. When not possible, journals are ordered directly from the publisher. Once a year, Burlew Medical Library places a large scale order for

journals for the following calendar year. Anticipating journal needs for the upcoming year is appreciated. Centralized records of journals held throughout SJH/CHOC departments are maintained by Burlew Medical Library; duplication of journal titles between departments is discouraged.

#### **IV. REFERENCES:**

The Librarian's Role in the Provision of Consumer Health Information and Patient Education. Policy Statement approved by the Medical Library Association. Bulletin of the Medical Library Association 1996 Apr; 84(2):238-9.